



KPM Relationship Survey - Focus areas and next steps

Q4 2021/22 (March '22 Survey)

Focus Areas and Next Steps

KPM Focus Area	Customer Feedback	Next Steps	Owner	Due
<p>Xoserve/ Correla service provision transparency, relationship and ways of working -</p> <ul style="list-style-type: none"> Xoserve management & assurance of Correla Xoserve/Correla relationship unclear 	<p>"There seems to be confusion with the remit of Correla and services they offer compared to those within Xoserve."</p> <p>"Continuing concern regarding the transparency and appetite of Xoserve to challenge Correla regarding the services they provide."</p>	<ul style="list-style-type: none"> Xoserve are following up with individual customer who provided feedback. Xoserve and Correla leadership teams are engaging on this topic. An Education Piece is underway with the aim of informing customers on both Xoserve's and Correla's roles. Monthly performance reporting on Correla's deliverables (Angela Clarke will be reviewing how this should work going forward). 	Dave Turpin	Tbc
XRN Deed of Undertaking (D.o.U) visibility	"XRN (e.g. D.o.U) implemented but not fit for purpose - lack of visibility."	Call with customer 29 th April to further understand and address concerns.	Amelia Gallini/ Michael Orsler	Closed
BP22 Appeals - clarity on strategic decisions	"In light of the BP appeals, there is some improvement to be made in terms of transparency behind some strategic decisions."	<ul style="list-style-type: none"> Engagement activity with Customer/ Xoserve has taken place to further understand and address concerns. Response to appeal submitted to Ofgem. Process has started earlier for BP23 and workshops held in May to identify actions to improve the approach going forward. 	Dave Turpin	Closed
CMS Rebuild engagement	<p>"No communication with CMS rebuild."</p> <p>"The CMS rebuild is taking a long time and lacks clarity of timescales, it would benefit from more project planning (or visibility to parties) and more consideration to external regulatory influences (or regulatory change that may be required) that impact the rebuild."</p>	<ul style="list-style-type: none"> Customers subsequently attended a CMS Rebuild Focus Group a day after providing the feedback and are now happy with engagement levels. CMS Rebuild Focus Groups are scheduled monthly to continue customer engagement. 	Joanne Williams	Closed
Help and Support Channel	"There is a significant shift with customers being directed to the Help Desk. Although we understand the need to monitor and record contacts with Customers some complex questions and issues cannot be resolved in this manor."	Session to be held with key stakeholders to discuss problem and identify solutions. We will look to gather more insight and statistics to enable us to understand opportunities for further development.	Dionne Thompson	June 22